

**Fig. 1**

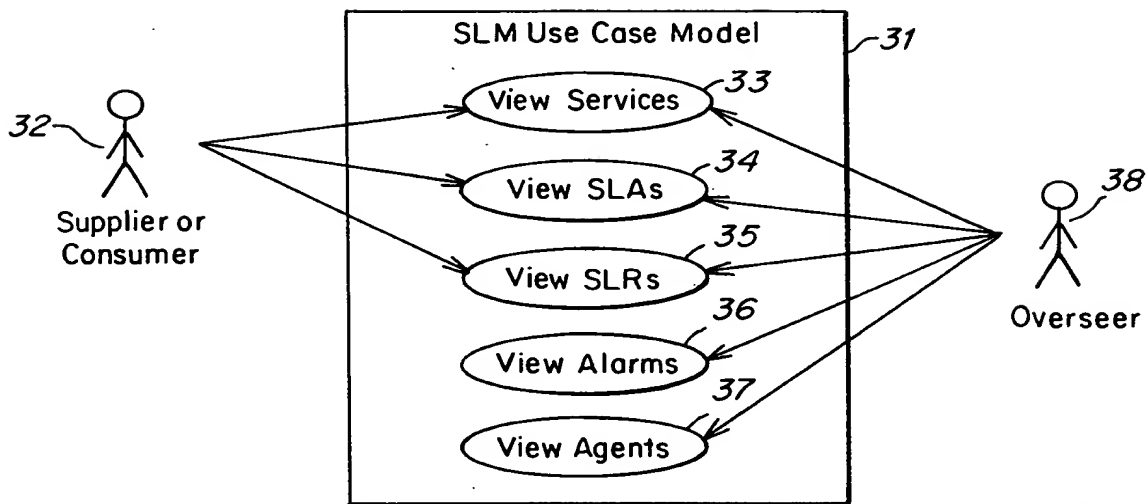


Fig. 2

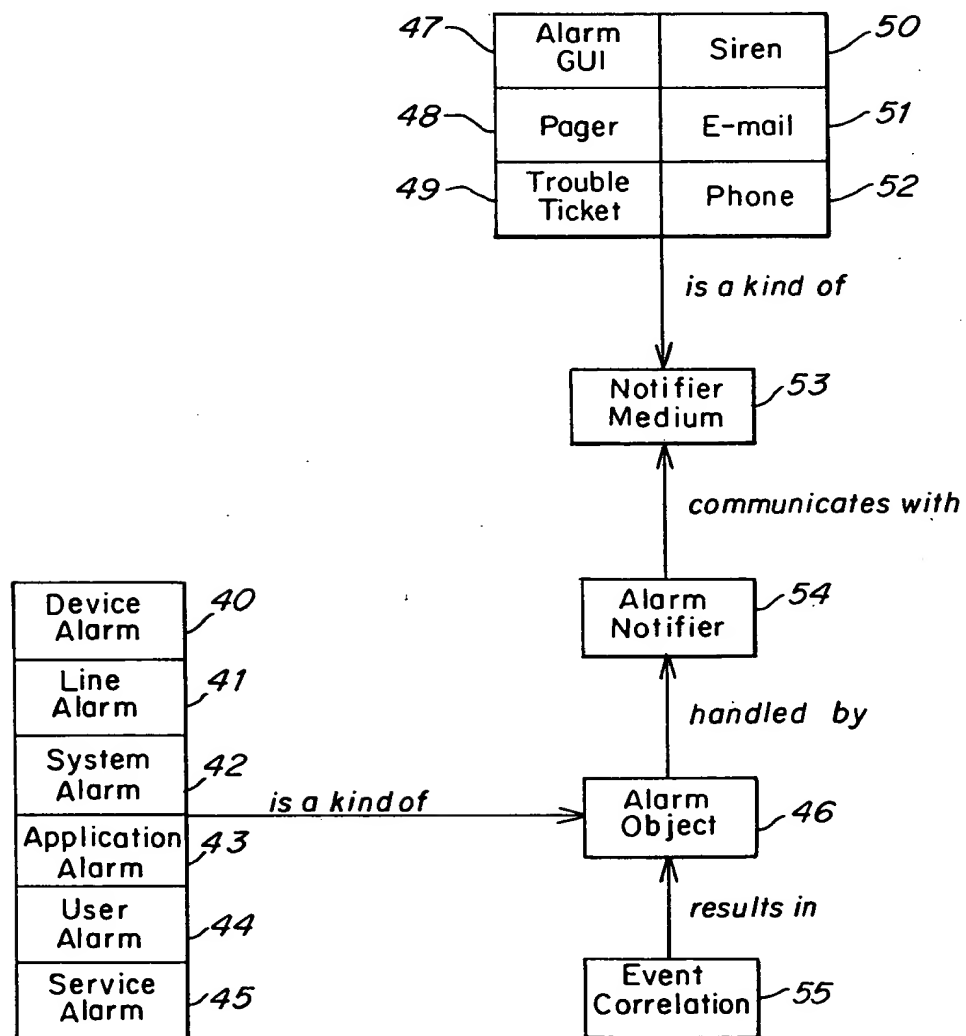
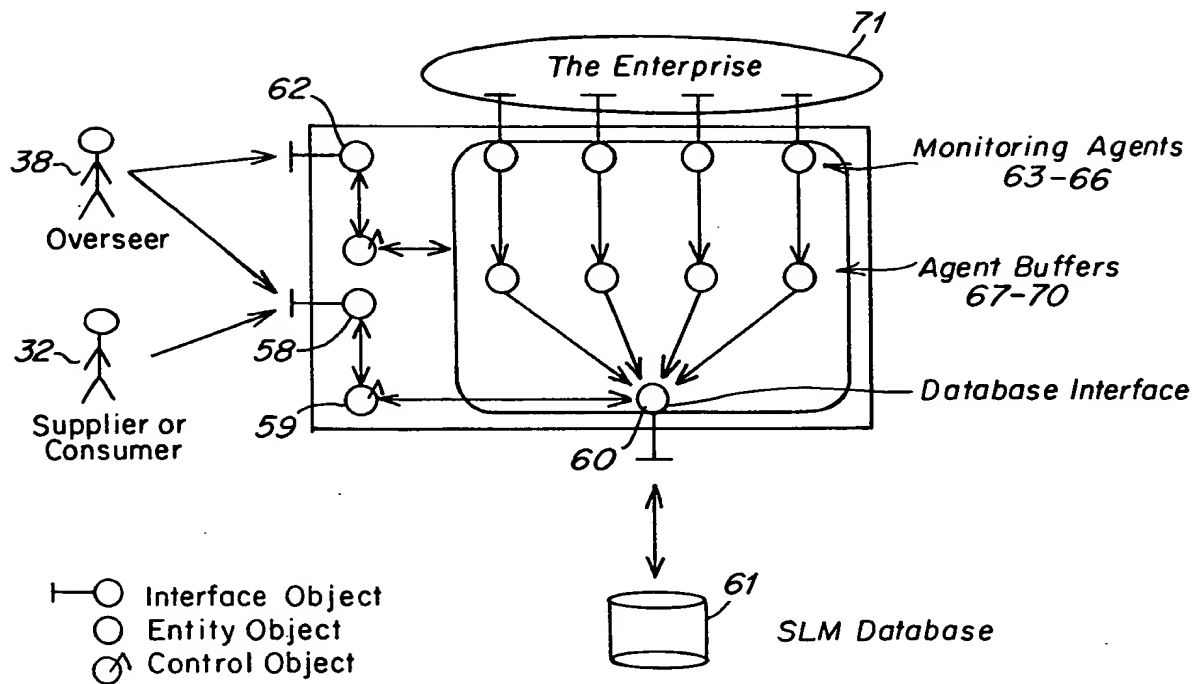
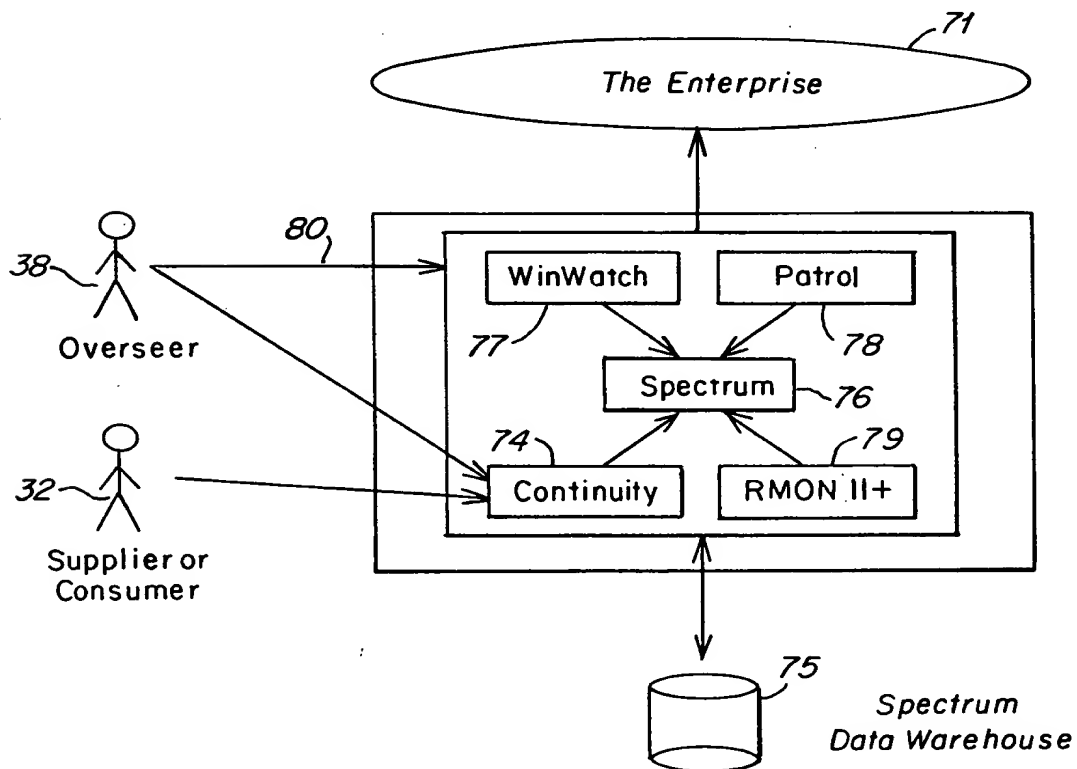
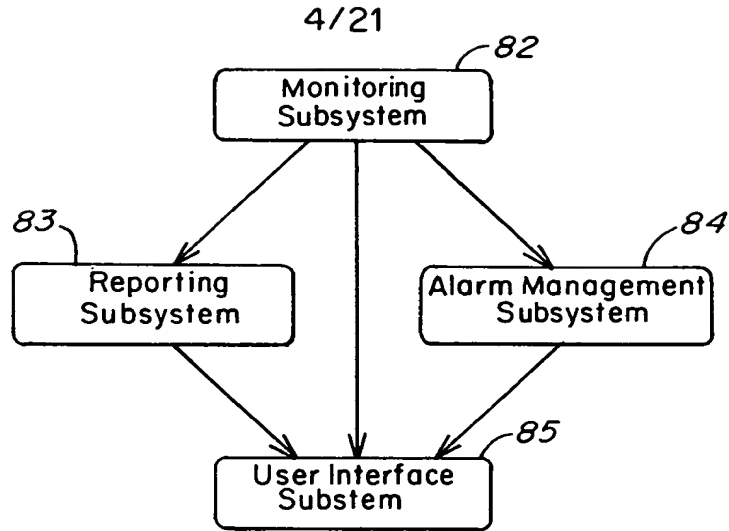
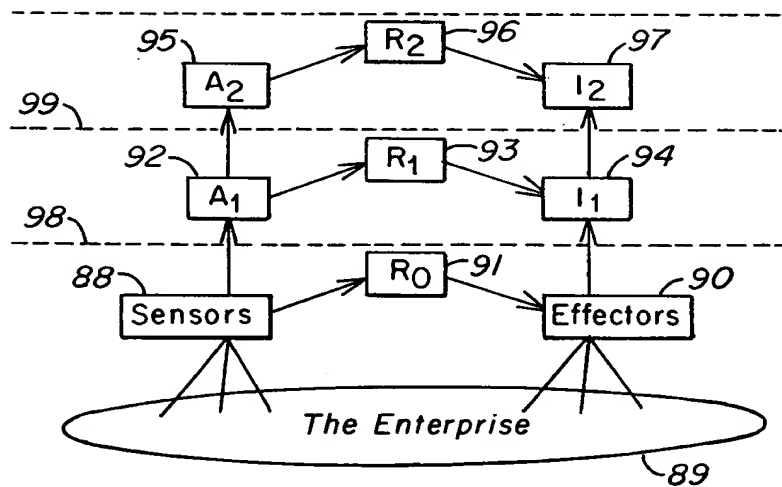


Fig. 3

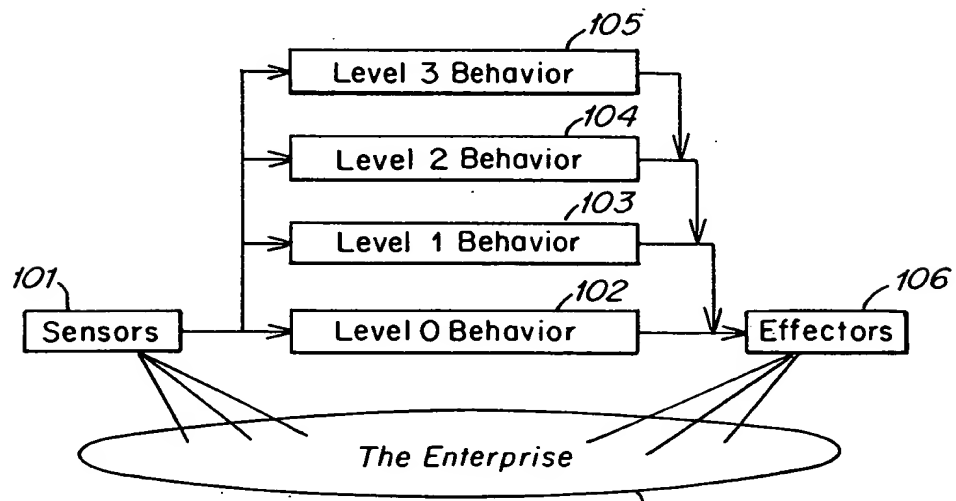
**Fig. 4****Fig. 5**



*Fig. 6*



*Fig. 7*



*Fig. 8*

Level 2 Abstraction,  
Reasoning, Instruction

Level 1 Abstraction,  
Reasoning, Instruction

Level 0 Abstraction,  
Reasoning,  
Instruction

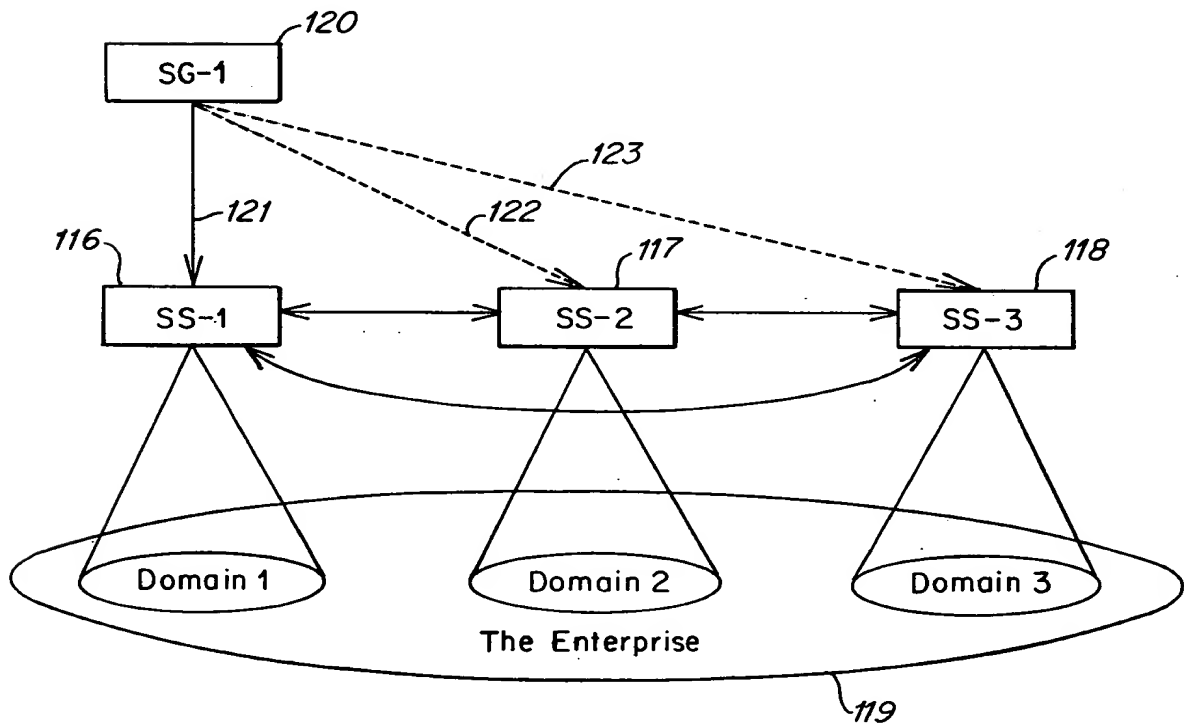
Monitoring

Auto  
Control

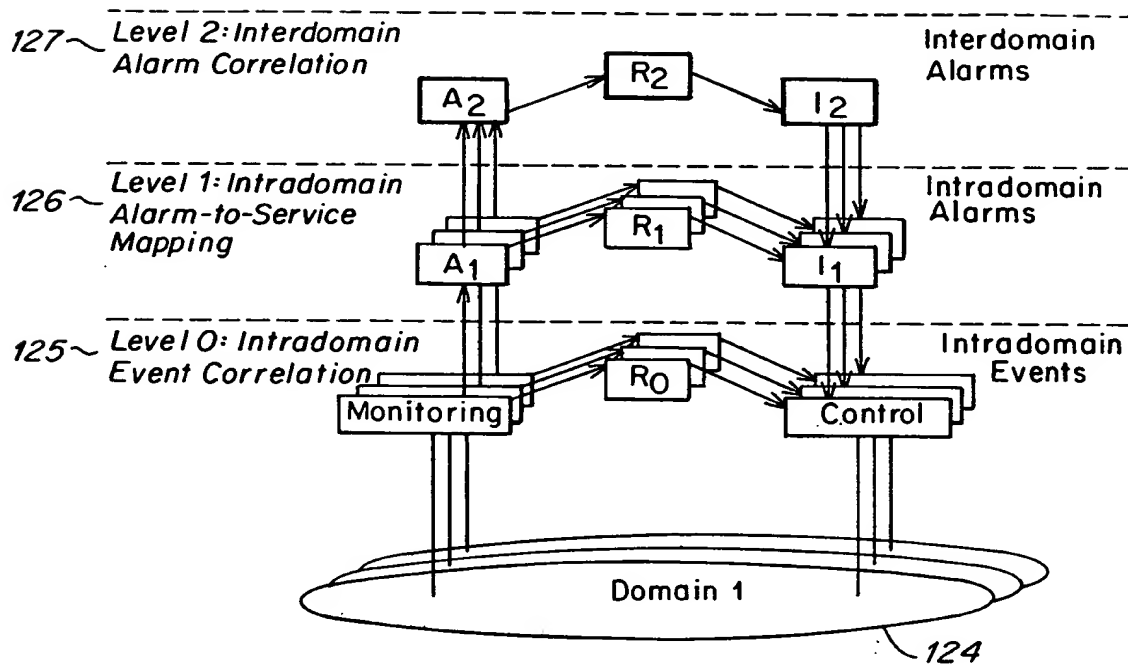
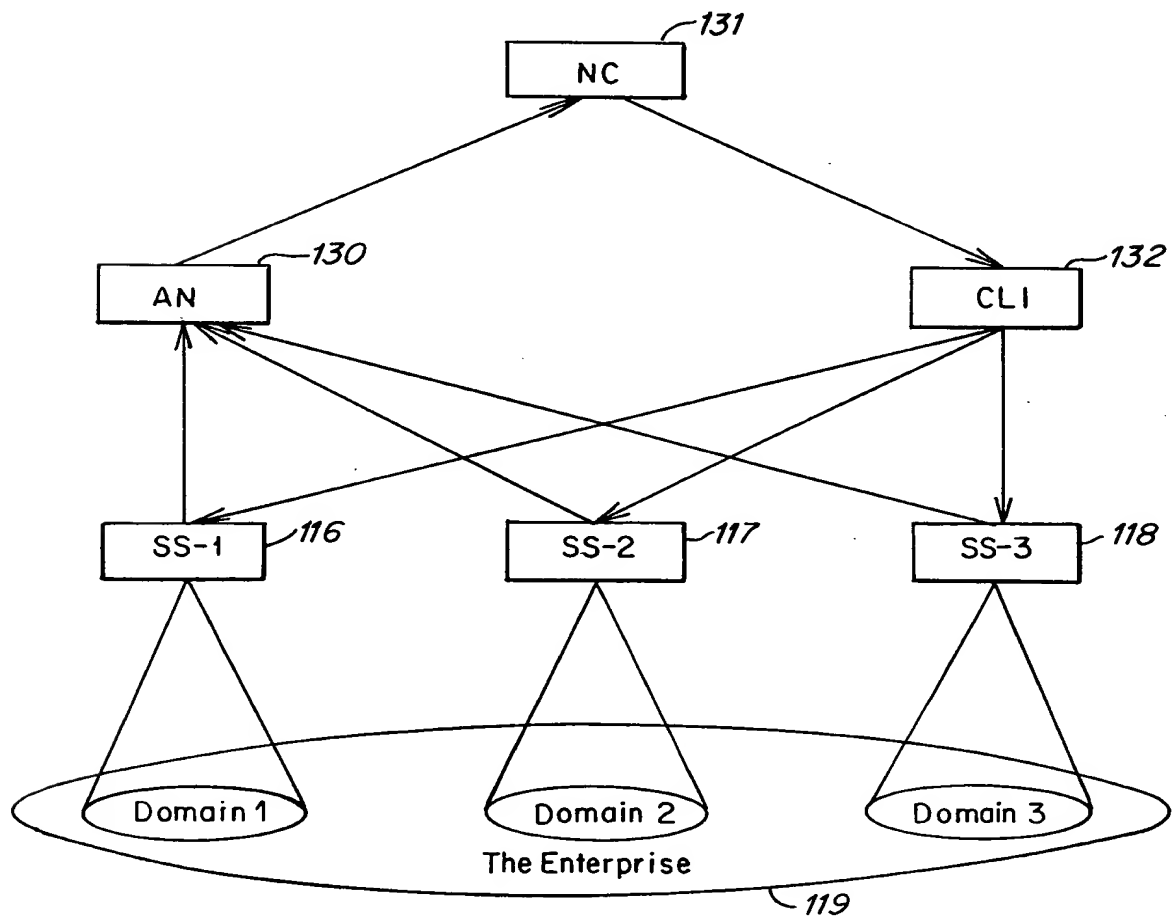
Human  
Control

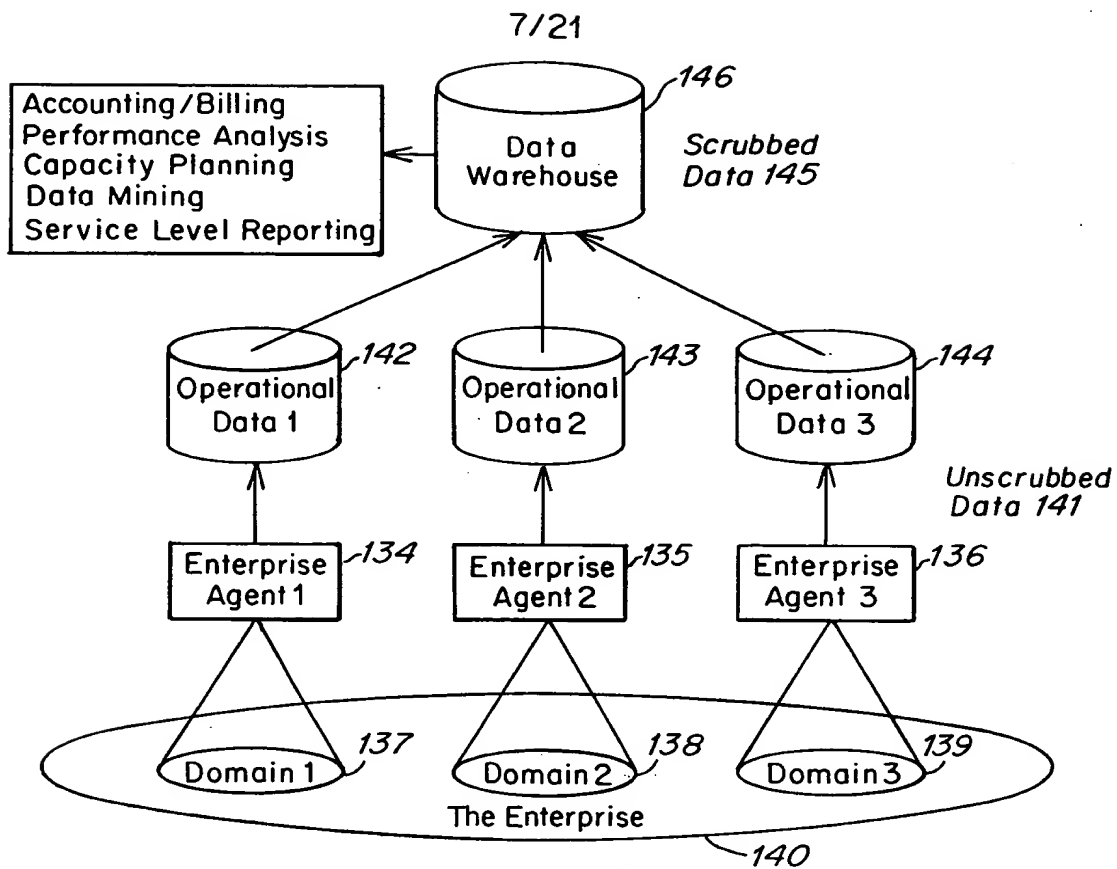
The Enterprise

**Fig. 9**

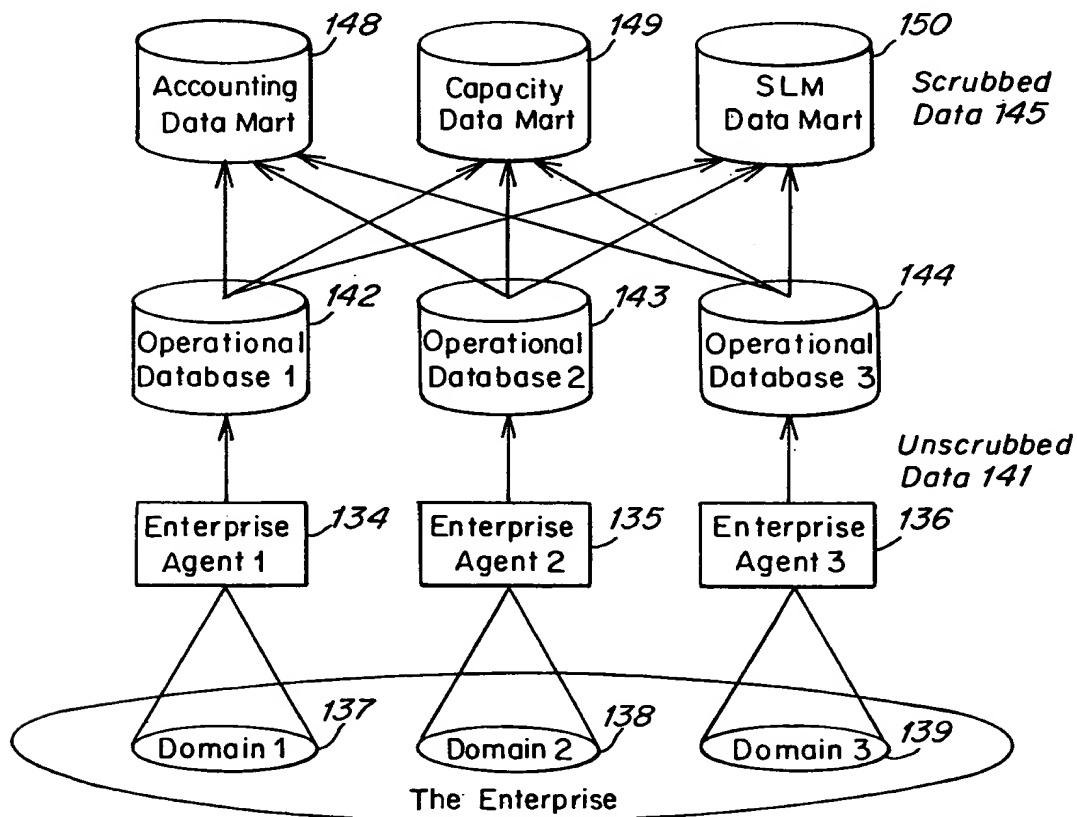


**Fig. 10**

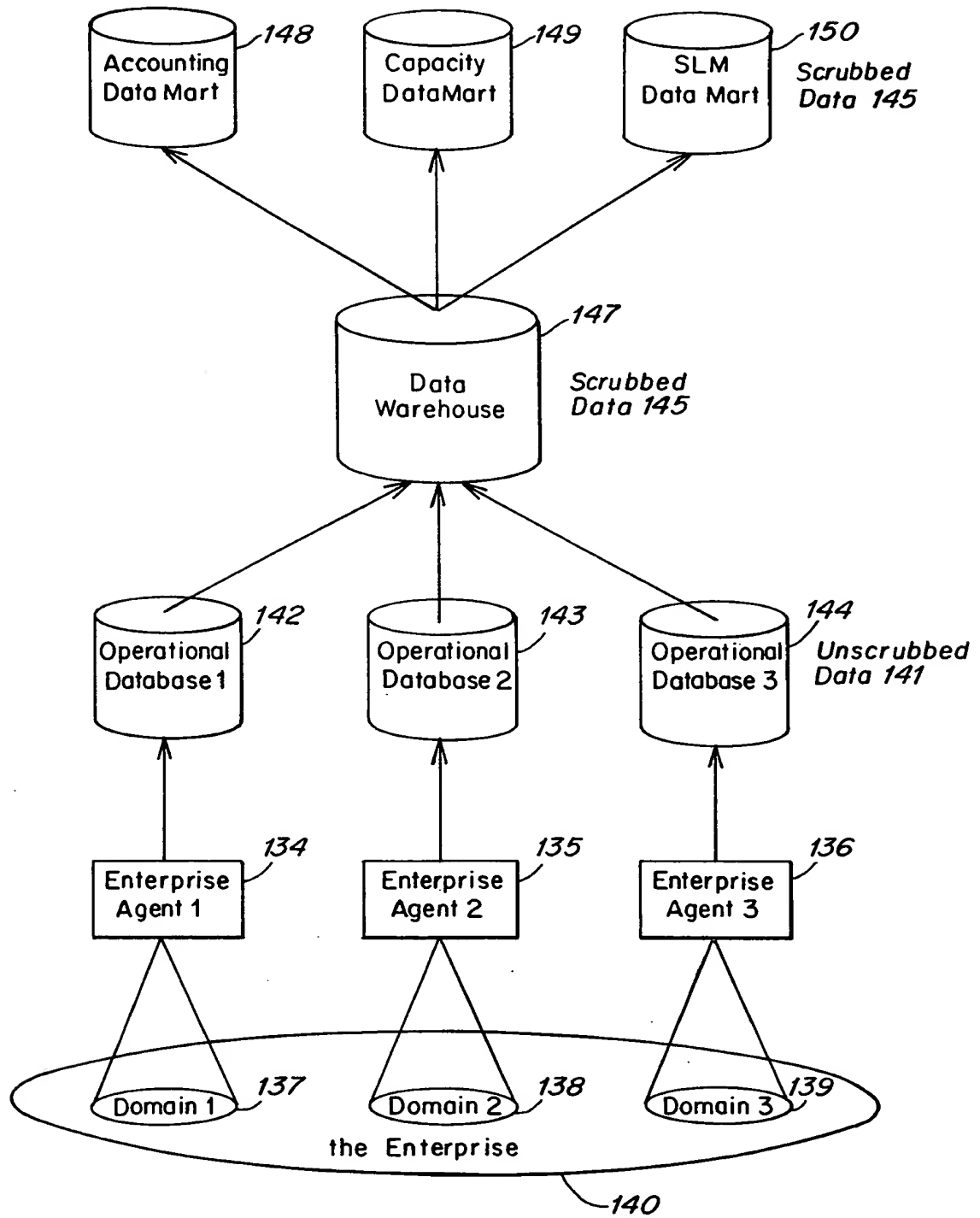
*Fig. 11**Fig. 12*



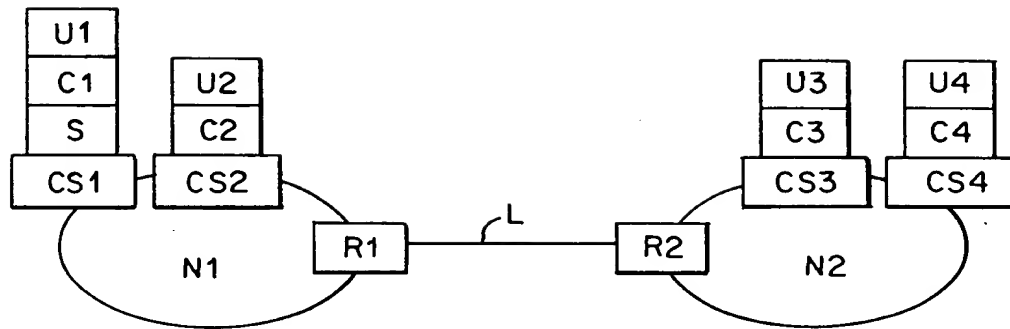
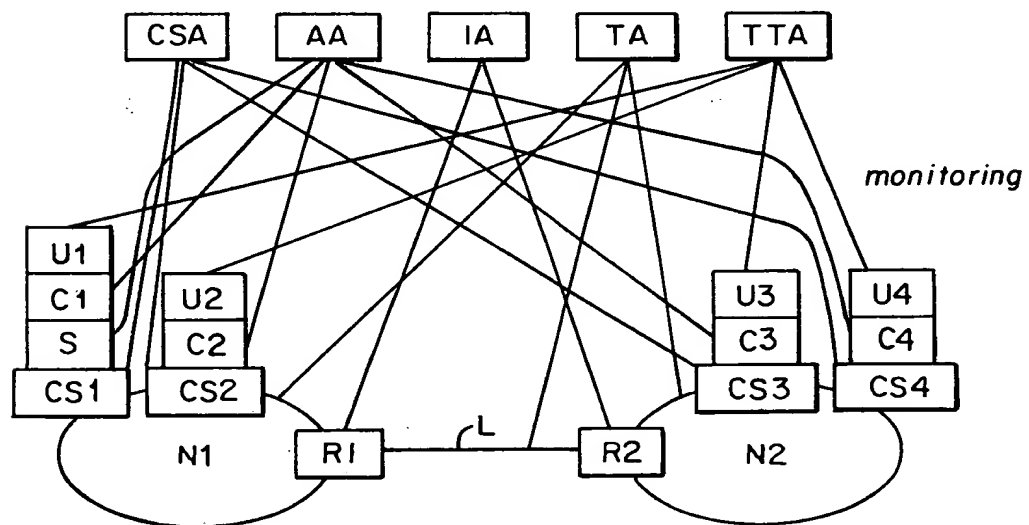
**Fig. 13**



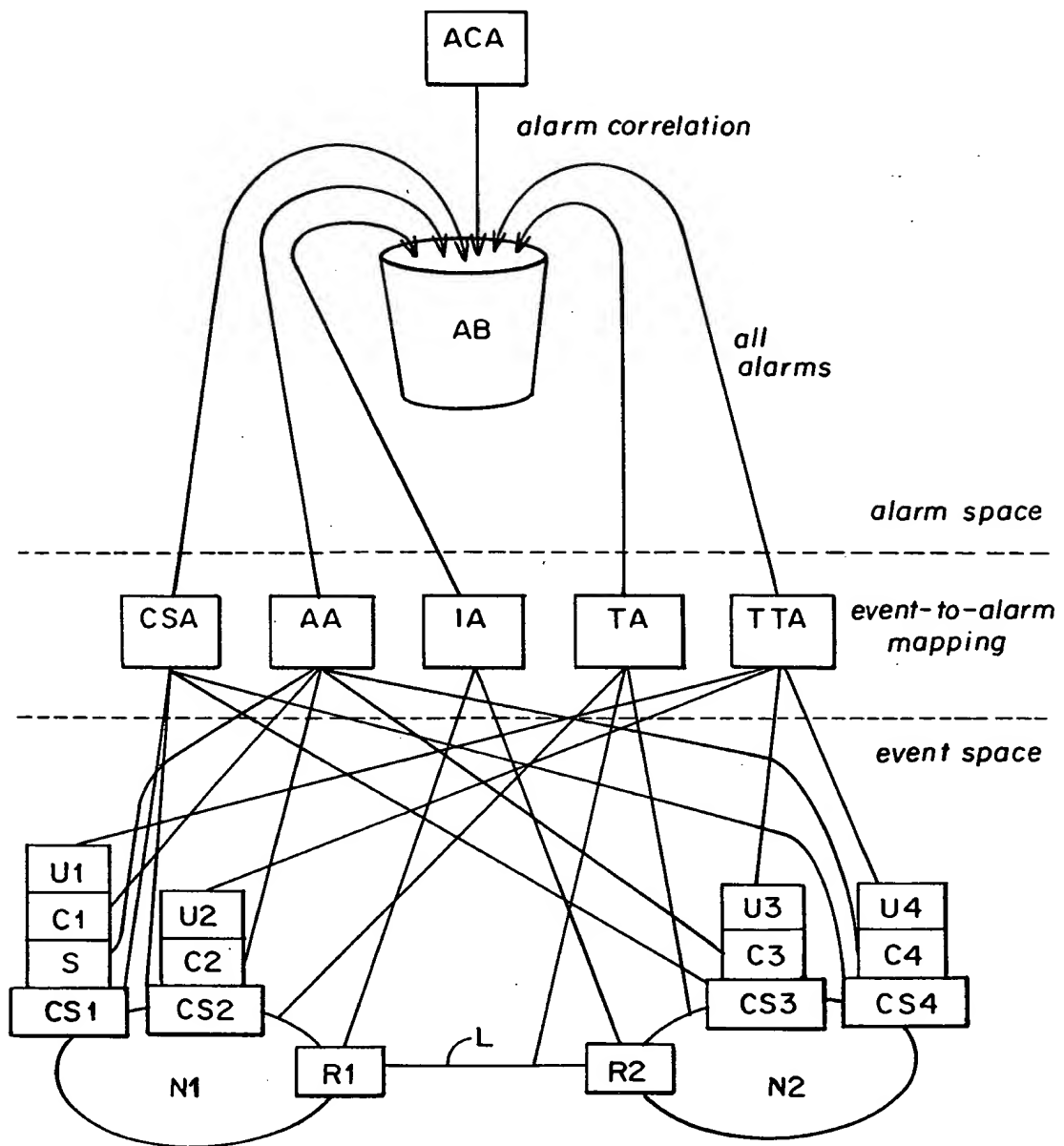
**Fig. 14**

*Fig. 15*

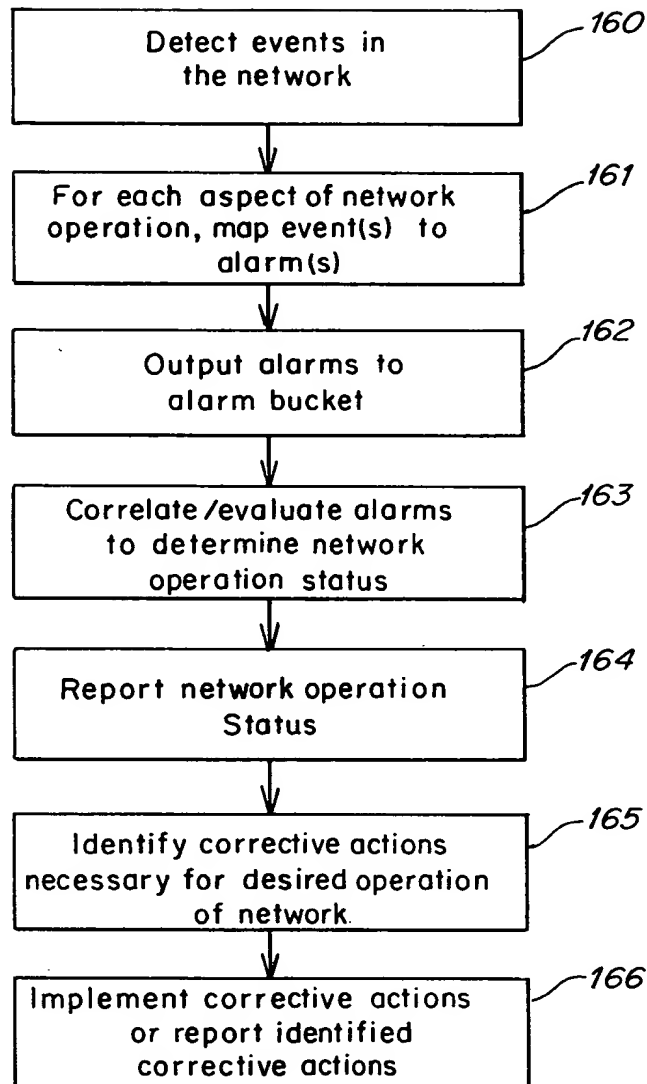


*Fig. 16**Fig. 17*

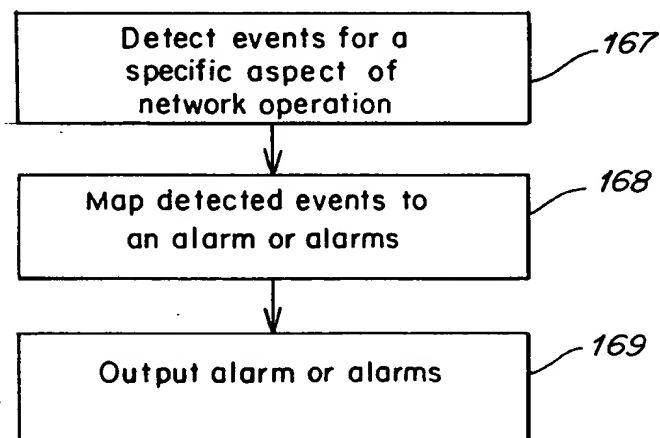
10/21



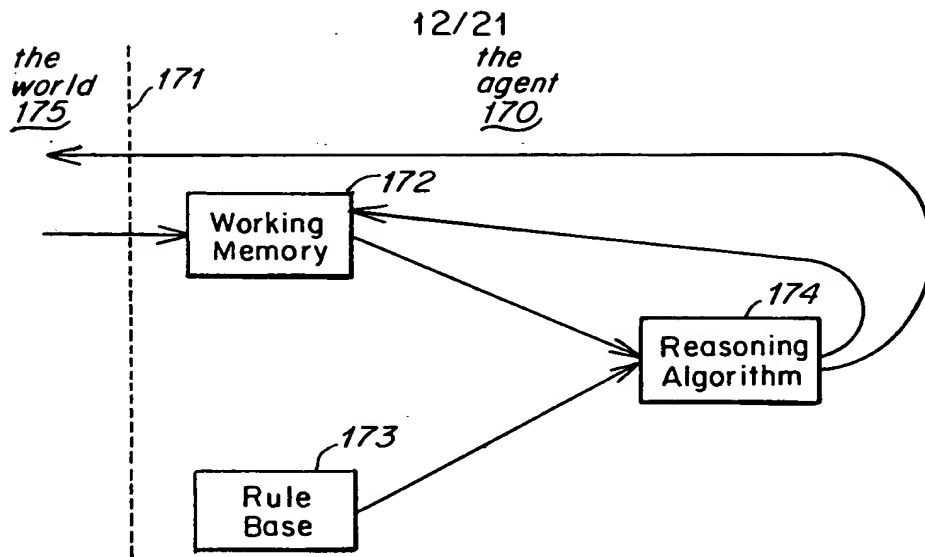
11/21



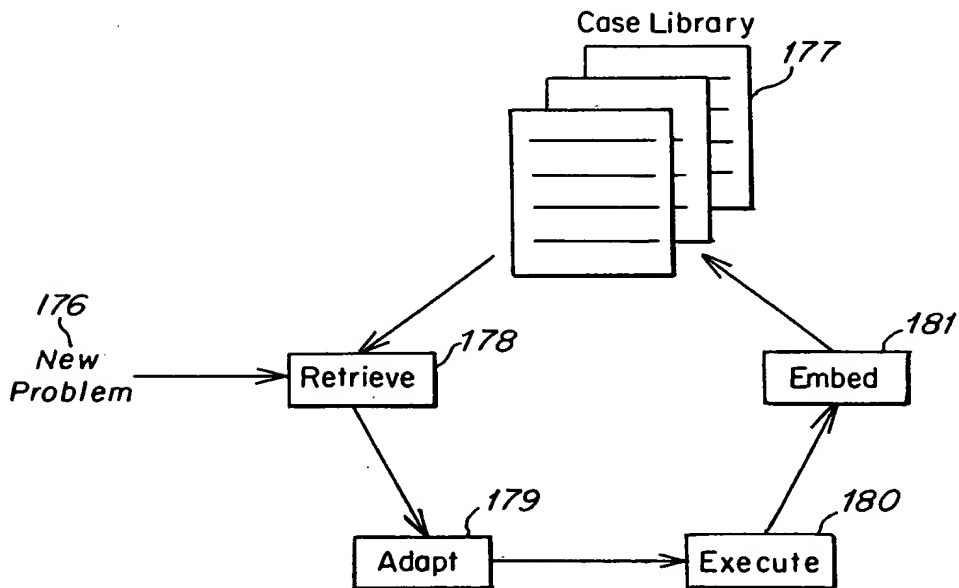
*Fig. 19*



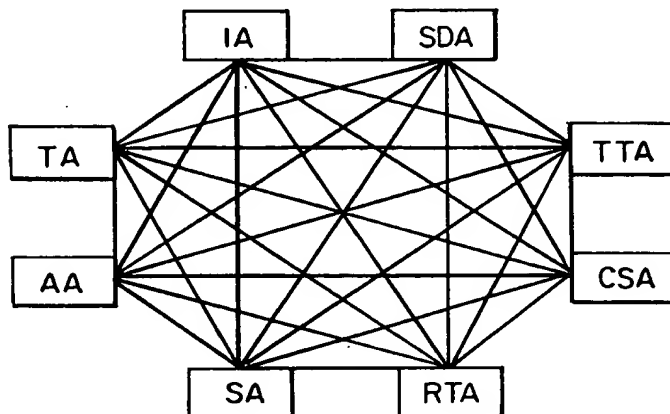
*Fig. 20*



*Fig. 21*



*Fig. 22*



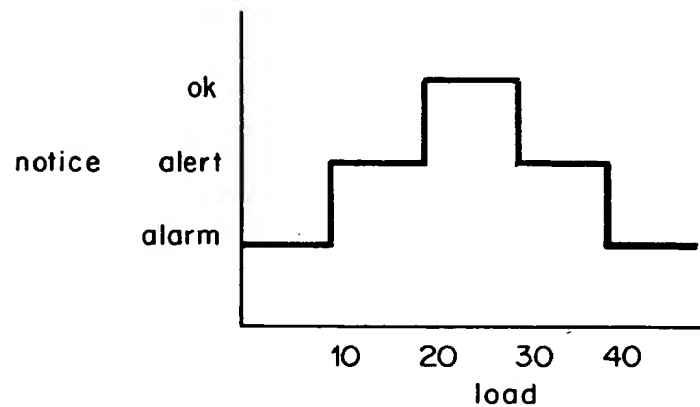
*Fig. 23*

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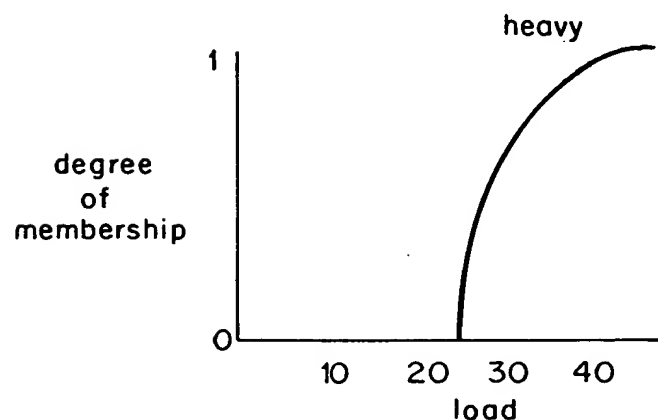
190

Friday January 5 2001 <span style="float: right;">191</span>			
	Service 1	Service 2	Service 3
Seattle			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10PM	Down 8-10PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
Sydney			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slowly)	Up
⋮			

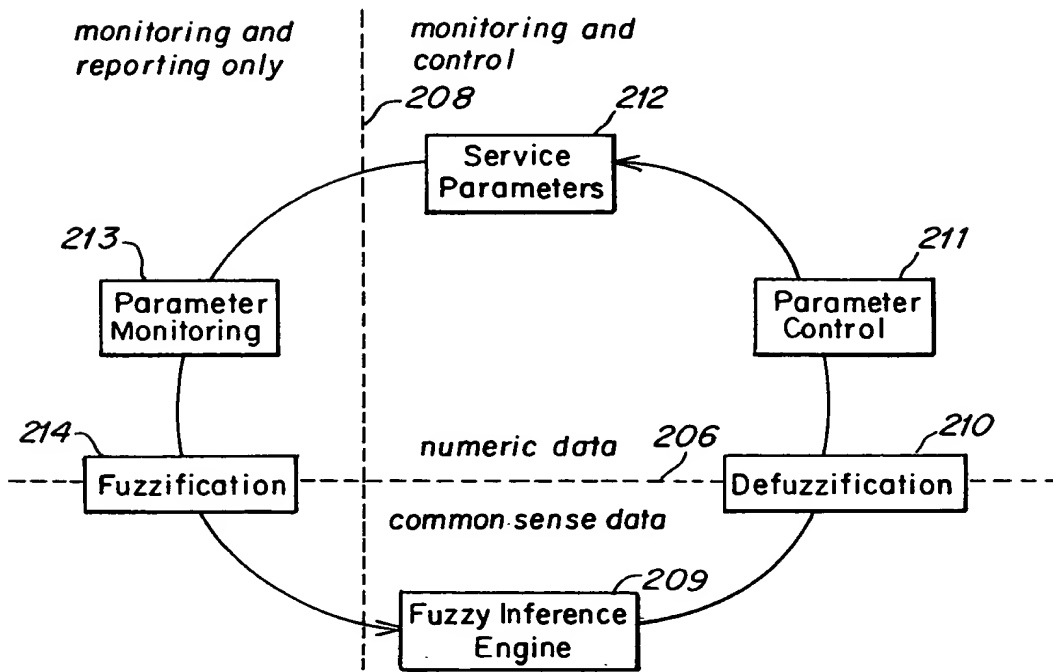
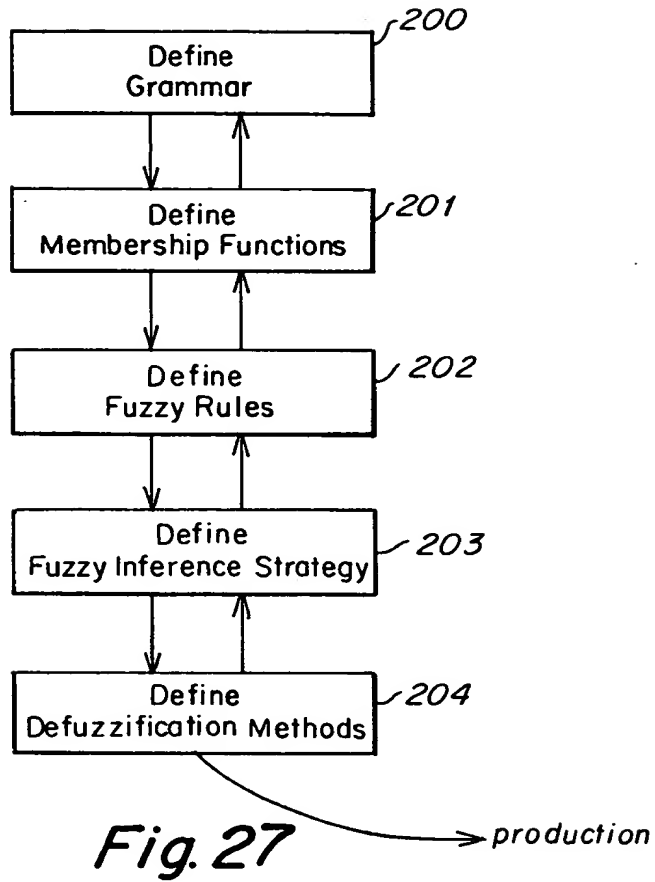
*Fig. 24*



*Fig. 25*



*Fig. 26*



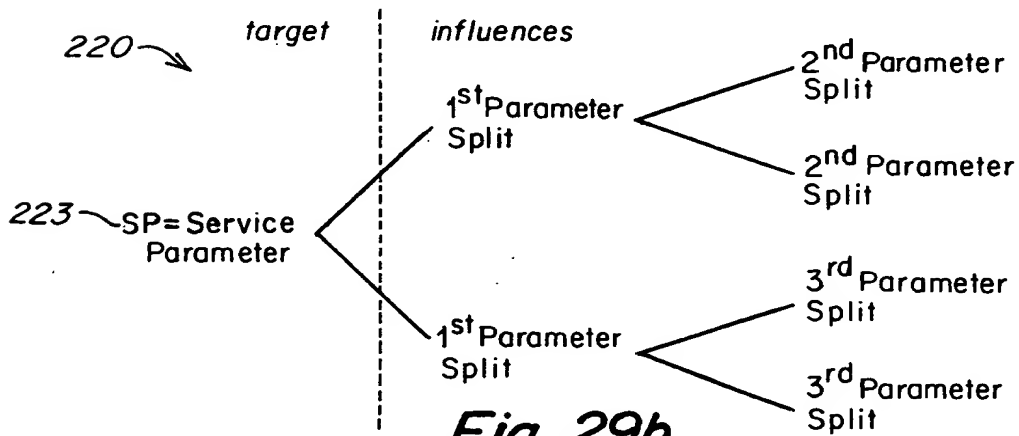
15/21

possible influences on SP—225

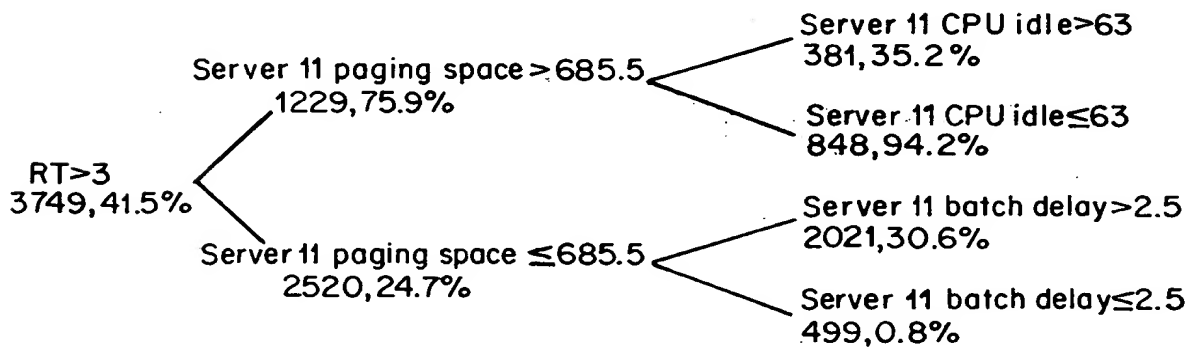
target—224

	P1	P2	P3	P4	P5	...	PN	SP
t1	---	---	---	---	---	---	---	---
t2	---	---	---	---	---	---	---	---
t3	---	---	---	---	---	---	---	---
t4	---	---	---	---	---	---	---	---
t5	---	---	---	---	---	---	---	---
t6	---	---	---	---	---	---	---	---
.								
.								
.								

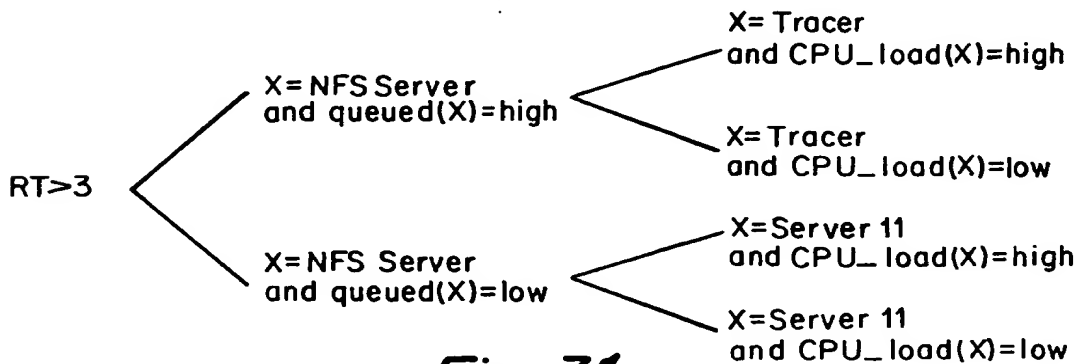
**Fig. 29a**



**Fig. 29b**



**Fig. 30**



**Fig. 31**

Service Agreement with XYZ Server Form						
Name Address Phone Email						
Policies						
Availability	___ (select 90-100%)				\$___	
Response Time	___ (select 2-5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
Total:					\$___	
<i>Go Back</i>		<i>(Month)</i>			<i>Go Forward</i>	
Default: Availability___ Response time___ Security___ Integrity___						
Send			Cancel			

*Fig. 32*



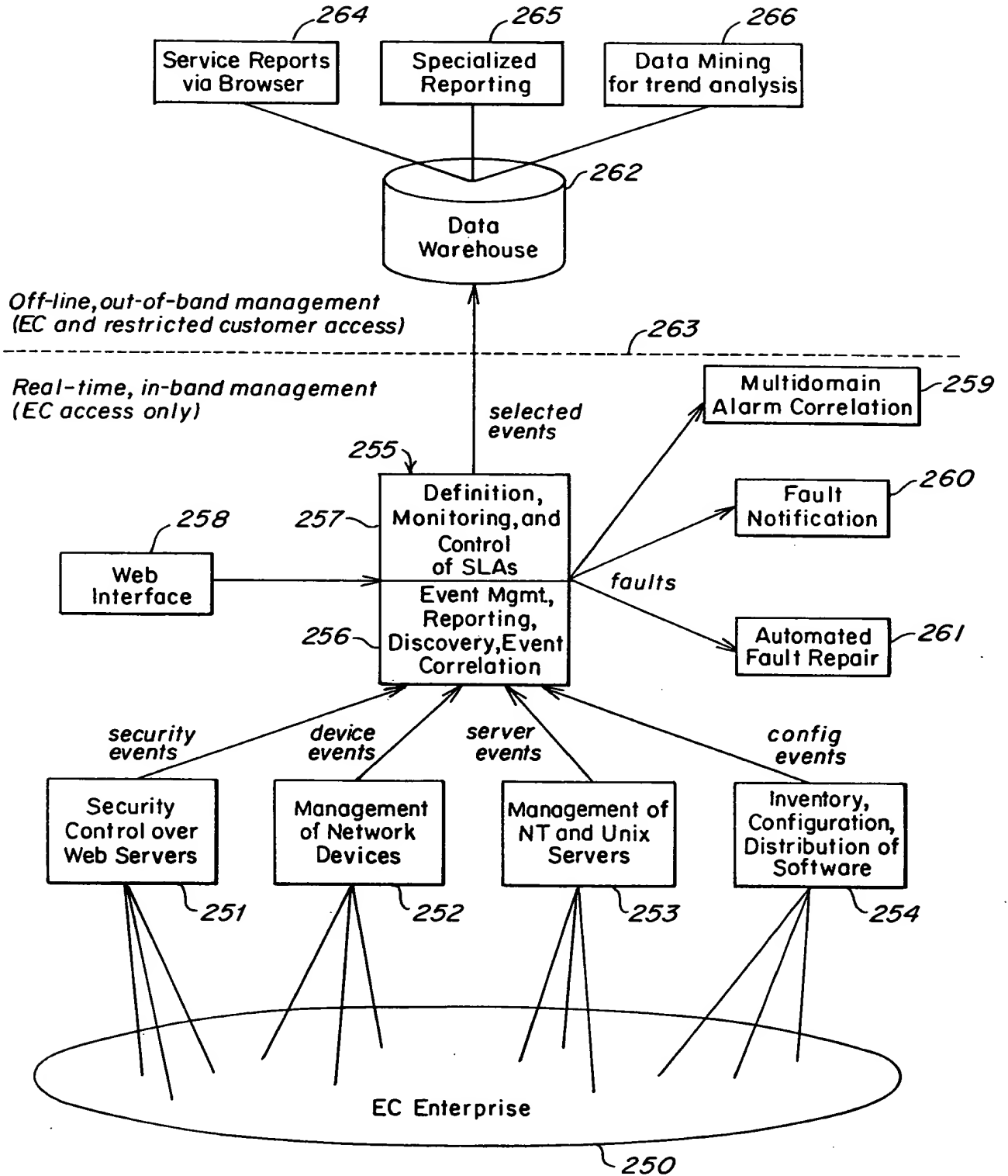


Fig. 33

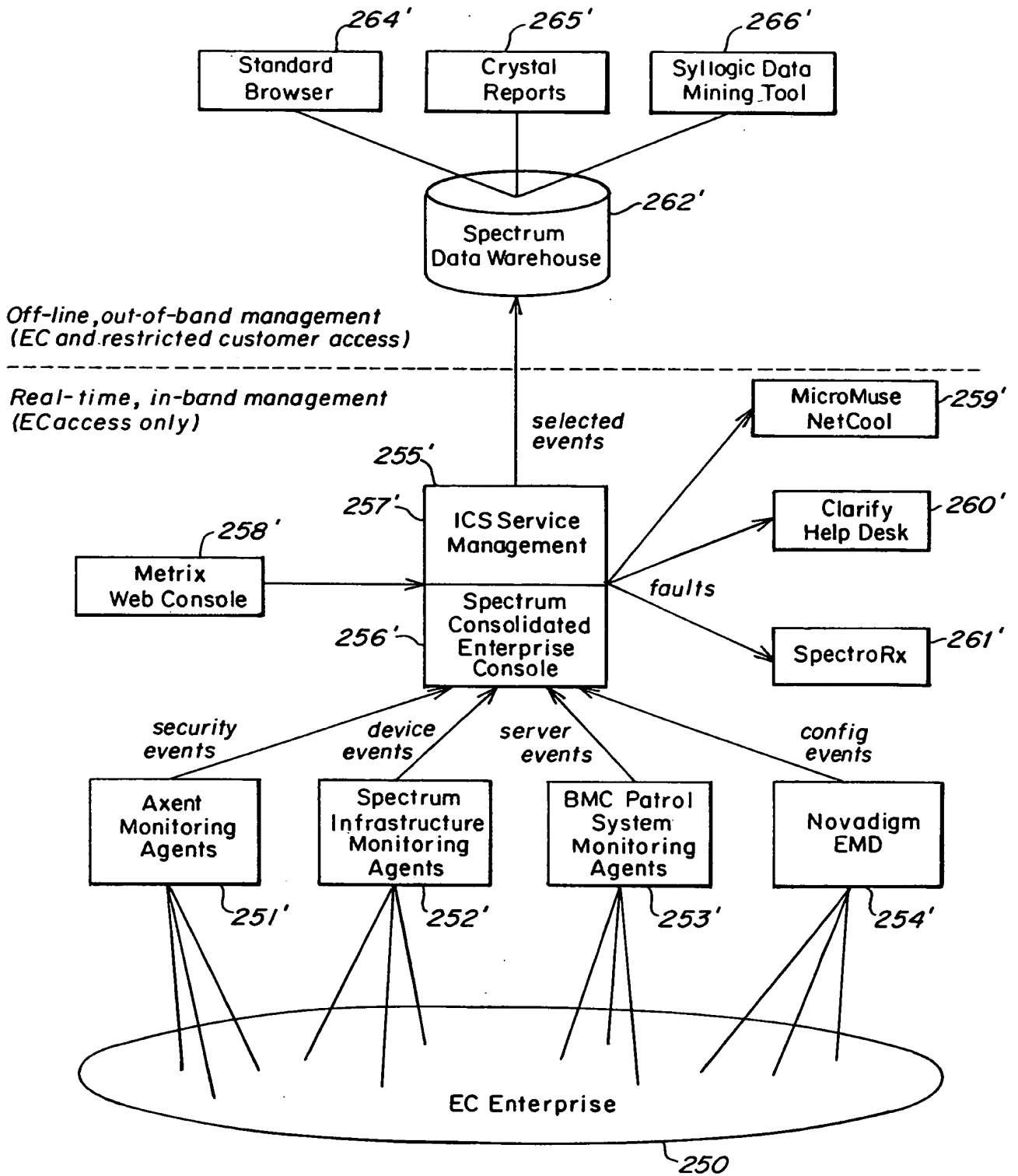


Fig. 34

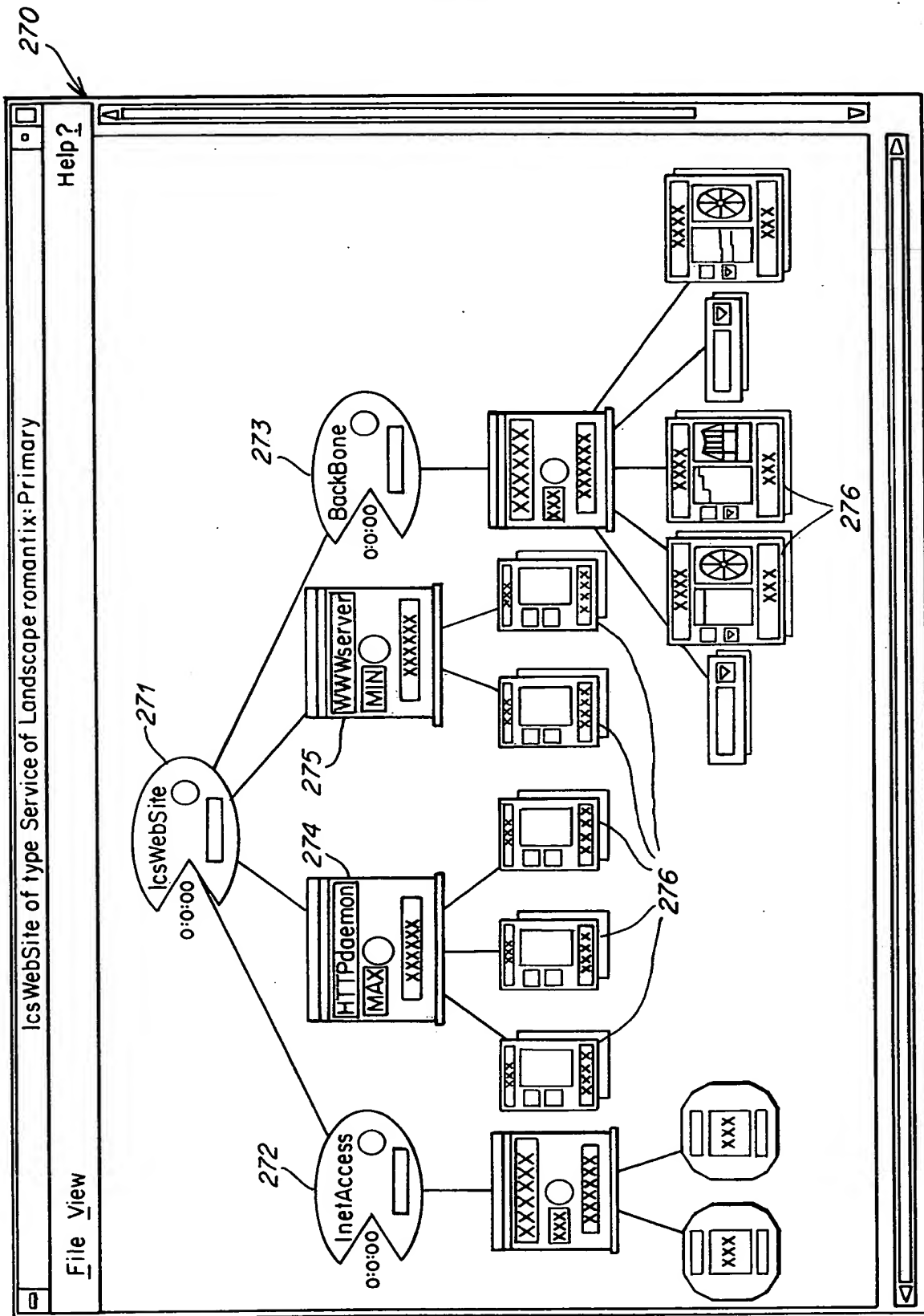


Fig. 35

IT for Dev of type SLA of Landscape romantix: Primary

File View Help ?

SLA Activity View

Monday from 08:30 hrs to 17:30 hrs  
Tuesday from 08:30 hrs to 17:30 hrs  
Wednesday from 08:30 hrs to 17:30 hrs  
Thursday from 08:30 hrs to 17:30 hrs  
Friday from 08:30 hrs to 16:00 hrs  
Saturday from    hrs to    hrs  
Sunday from    hrs to    hrs  
Holiday from    hrs to    hrs

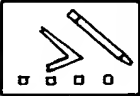
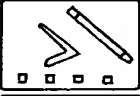
Holiday Dates

1,1,1,5,3,10,25,12,26,12

ICS IT SLA\_Container of Landscape

File View Help ?

Service Level Agreements  
xxx xxx

Monitor Definition

Monitor Name: Downtime per week

Alarm Counter

xxxxxxx

Unavailability

xxxxxxx

Fixed Period

xxxxxxx

Rolling Period

xxxxxxx

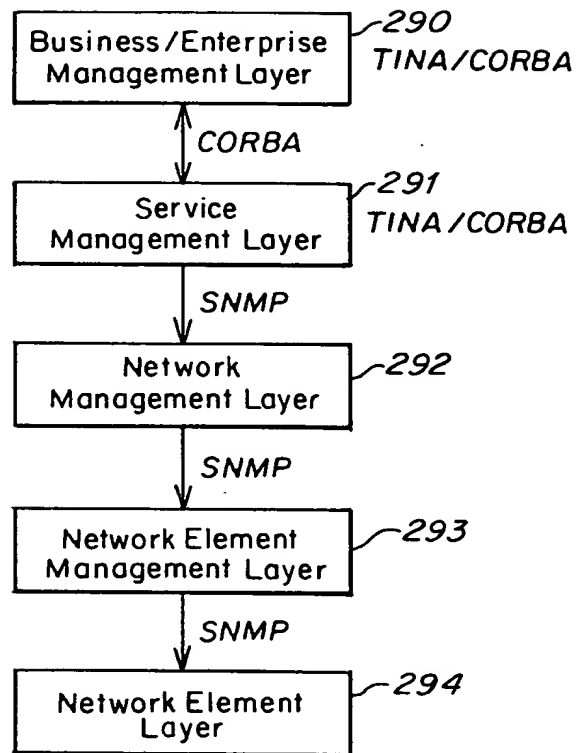
if any threshold has been exceeded [Create an Alarm] with Severity [100]

Create Monitor

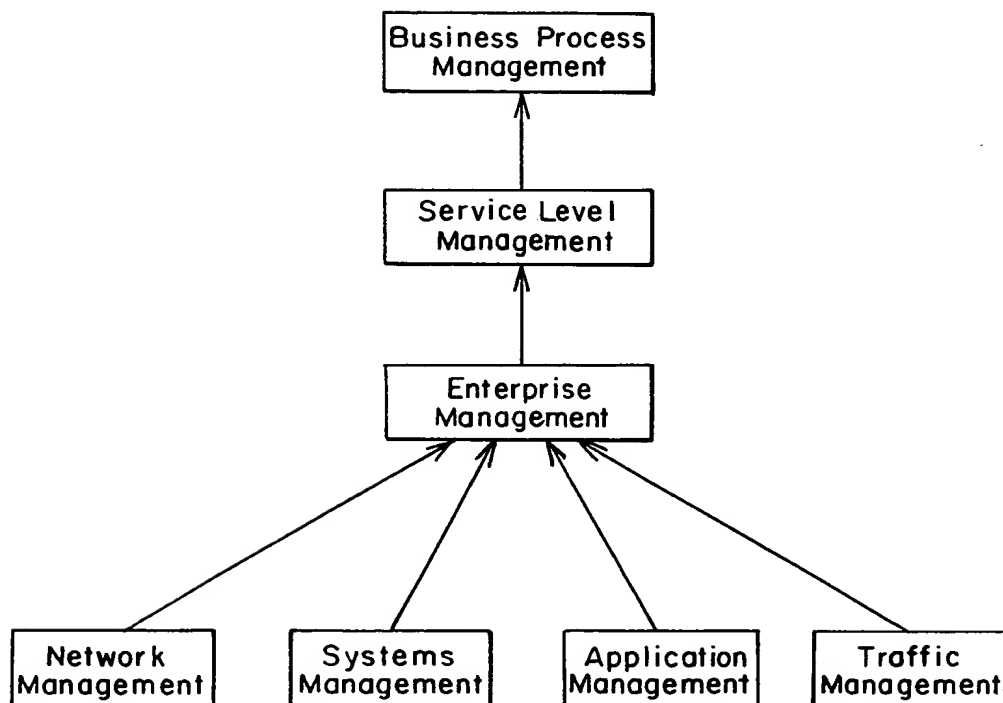
Cancel

Fig. 36

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*Fig. 37*



*Fig. 38*